

**Wasatch North Regional Council
Strategic Planning Session Minutes
Ogden Weber Applied Technology Center
Corporate Training Center, 559 East AVC, Ogden
Wednesday, March 9th, 2005
8:00 A.M. to 1:00 P.M.**

Attendees:

Kathleen Alder (Past Chair)	Computer Software Solutions
Pamela Clark (Chair)	Executive Director, Family Support Center of Ogden
Paul Evans	South Davis Community Hospital
Harold Hess	Regional Director, State of Utah, Department of Workforce Services
Gary Knapp	Plant Manager, Enable Industries
Commissioner Carol Page	Davis County Commission
Brent Petersen	Davis Applied Technology College
Joan Effiong and Yvonne Coiner for David Peterson	Ogden/Weber Applied Technology College
Lynette Stevens	Council Member, Morgan County
Karen Thurber	Ogden City, Neighborhood Development Division
Toni Ure	Chromalox
Randy Welsh	Utah Transit Authority
Mary Williams	Utah Public Employees Association
Jan Zogmaister	National Battery Sales

Excused:

Sharon Anderson	Family Connection Center
Byron Beck	Browning, Morgan County
Mary Lou Seamons	Davis County School District
Larry Facer	Business Manager, Plumbers Local 348
Colleen Gudreau	Hill Air Force Base
Mike Hadley	Wells Fargo
Steven Hoellein	Felt Auto Parts
Cory Olson	Manpower
John Petroff	J.P.'s #1 American Car Care
Cecil Robinson	State of Utah, Division of Youth Corrections
Tommy Smith	State of Utah, Division of Rehabilitation
Scott Sneddon	Clearfield Job Corp
Julie Snowball	Weber State University
Christopher Terry	America First Credit Union
Kathy Worley	Ogden Clinic Weber County

Planning Session Facilitator:

Pam Gardiol	Gardiol and Associates
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Department of Workforce Services Staff:

Lesnie Foster	Program Specialist
Debbie Herr	Program Manager
Susan Hill	Regional Council Liaison
Gary Kennison	Program Specialist
Kathleen Leiker	South Davis Employment Center Manager
John Mathews	North Region Economist / Research Consultant
Greg Paras	Roy Employment Center Manager
Gaylene Pebley	Clearfield Area Manager
Carrie Peterson	Administrative Secretary
Koral Vasquez	Ogden Employment Center Manager
Alex Yei	Ogden Eligibility Service Center Manager

The meeting was called to order at 8:30 a.m.

1. **Welcome and Introductions**

Pamela Clark, Regional Council Chair, welcomed all Council members, Department of Workforce Services (D.W.S.) staff, and guests to the meeting.

John Mathews, D.W.S. North Region Economist, was introduced to the group.

Gary Knapp of Enable Industries has accepted the position of Vice Chair. In June 2005, Mr. Knapp will be nominated for the role of Chair for the Wasatch North Regional Council.

Pam Gardiol, of Gardiol and Associates, was introduced as facilitator for the planning session. Pamela Clark noted that the Council was very fortunate to have Pam Gardiol to serve as the facilitator for the strategic planning session as she helped the Council establish their 2003 and 2004 goals.

Pam Gardiol presented the agenda and the plan to identify task force, committee and Youth Council goals for 2005.

2. **Review of 2004 Task Force / Committee Accomplishments**

The regional task force and committee chairs summarized their progress towards achieving the goals set at the 2004 Planning Session.

Training and Marketing Task Force

Brent Petersen reported the task force was on target with meeting the dates set in their timeline to accomplish their 2004 goals. The task force is addressing the D.W.S. targeted industry sector and rolling-out the careers.utah.gov website. The task force is working with the school districts and Dave Milken, a public education representative, has been invited to be a member of the Wasatch North Regional Council and Youth Council.

The task force will be striving to achieve their goal to establish the exchange of information with employers and students regarding the D.W.S. services that are available. The vendor training for Council members has been transferred to the D.W.S. staff, as was the ex-offender program.

Brent reported that he was impressed with the careers.utah.gov website, as it will be beneficial to parents, and their students.

D.W.S. staff were commended for their work with "getting the word out" about the careers.utah.gov website. Brent thanked the D.W.S. staff for their work to inform the community of the available information and programs.

Harold Hess reported on the ex-offender program, as D.W.S. North Region staff attended a combined training with the Department of Corrections on how to help parolees with employment and job search. The Department of Corrections has hired employment counselors to help parolees with training. Currently, the Department of Corrections is administering the ex-offender program.

Harold explained that the W.I.A. and T.A.N.F. re-authorization amounts could be reported to the Council when the funding is awarded. In the future, the Department will have to submit a request for the amount of funding that is needed.

Community Building and Families Task Force

Kathy Leiker, South Davis Employment Center Manager, provided an update for the Community Building and Families Task Force. Community partners have been identified and cataloged in a matrix listing the community resources that are available to D.W.S. customers. The D.W.S. role, and involvement in the community partnerships has been defined. The task force has nearly completed the matrix. Kathy reported that the task force would like to recruit additional members and a member from Weber County. The identified gaps were childcare, job search for childcare customers, and extended childcare hours for working customers. The task force would like to address the employment for ex-offenders and transportation issues. Sharon Anderson, of the Family Connection Center, requested that Kathy ask if D.W.S. funding would be available for special projects.

Harold Hess responded that some funding could possibly be available to support special projects. Funding would

need to be explored upon review of the requests for the special projects and Departmental considerations were addressed.

Youth Council

Jan Zogmaister, reported for Cecil Robinson, to provide a review of the Youth Council's accomplishments.

The W.I.A. Youth Services Contract was awarded to Futures Through Training (F.T.T.). The new contract contains the amendments made to the original contract. The current contract outlines specific required outcomes and the number of youth being served will be monitored to meet the contractual requirements. The new contract began January 1, 2005 and will end September 30, 2005. F.T.T. will provide the Youth Council with the W.I.A. youth information.

As a whole, the North Region is meeting all the W.I.A. Youth Program performance outcomes, with the exception of F.T.T. not currently meeting the "older youth entered employment" category. This statistic needs to increase by the end of the year.

Transition-to-adult living services for out-of-school and foster-care youth have been coordinated. The new W.I.A. contract allows for expenditures of up to 50% for transition-to-adult living youth.

F.T.T., the youth services contract provider, served a total of 222 youth. All outcome measures were met during the year as the Youth Council created a distribution formula to determine how the funds would be used to support the foster-care youth and the transition-to-adult living youth services.

The youth leadership project was a beautification effort in Ogden, which was a success as the Council partnered with Weed and Seed, and Ogden City.

Employer Committee

Toni Ure informed the Council that the Committee had been successful in achieving both of their goals.

1. Educate Employers.
 - a. A survey will be sent to target both small and large employers to determine what types of classes they would like offered by D.W.S.
2. Educate D.W.S. job seekers.
 - a. Training compact disks (c.d.s) have been developed for high school students to help them with career awareness by providing them with information about interviewing skills, resume writing, and the skills needed to maintain employment. The "D.W.S. Northern Region - High School Presentation of Employment Information for Youth" c.d.s. have been used to introduce students to the full spectrum of training opportunities that are available. The Committee will follow-up on the distribution of the disks through the schools.

Outreach efforts and visibility of the available resources are currently very high. The Employer Committee will consider combining with the Marketing Task Force.

Facilities Task Force

Kathleen Alder reported that Facilities Task Force developed a Five-Year Plan for the region, which would continue to be in effect. Prior to the task force disbanding, the group met to discuss the technology changes what they would mean to the D.W.S. facilities. The task force also discussed the new Logan building, and remodeling for the Ogden E.C. was explored and has been temporarily put on hold.

Harold reported that the State has put the Ogden project as about 7th on the priority list at this time. For the North Region, the only facilities project that will be completed this year will be the new building for Logan staff.

3. D.W.S. Departmental Update

Harold Hess provided the following report as a departmental and council update.

- He explained that his resignation had been tendered over the last three months, as a result of the transition changes with the inauguration of Governor Huntsman. Harold reported he expects to be secure in the Regional Director position for the next year or more.
- Tani Downing is the newly appointed Executive Director for the Department. She has selected Christopher

Love and John Nixon as the department's deputy directors.

- Harold reported that there would be a change in the Senior Management structure with the intent of improving efficiency.
- The Wasatch North Regional Council continues to be one of the leading councils in the Utah. Harold reported that he is very pleased with the Council's progress this past year.
- The North Region's request for proposal (R.F.P.) for W.I.A. Youth Services will be used as a model for the state.
- Supportive service caseloads have increased despite of the improvements in the economy. Harold explained that he believes that is a result of those who are finding jobs and not making enough money to support themselves and they continue to rely on the D.W.S. supportive services. In Ogden, caseloads have increased over 20% from February 2004 to February 2005.
- Harold thanked Pam for serving as Chair of the Regional Council, and Jan Zogmaister for serving as the State Youth Council Chair. Harold noted that he expects great success this year from the Council, and thanked all the Regional Council members for their support.

4. **Brainstorm Regional Council New Goals**

Pam Gardiol facilitated a discussion to help develop goals for 2005.

- The Council reviewed the unassigned goals from the 2004 planning session. It was decided that the task forces, committees and Youth Councils would like to move forward with the completion of their 2004 goals for 2005.
- Karen would like the Council to address ex-offenders and their employment issues. She noted that the interesting issue of those offenders who are released is that they are not paying their child support, which rolls customers over into the D.W.S. services. She reported that the Ogden City's Operation Weed and Seed has been working with Dr. Tony Baer of Weber State and a number of graduate students to help ex-offenders who are re-entering employment in Weber County. Karen noted that the report would soon be available, and she would recommend sending it out to the Council.
- Brent Petersen made the recommendation of getting the careers.utah.gov website out to employers.
- Pam Clark explained that the Community Building and Families Task Force Committee, and the Family Support Center is in crisis with customers. They are seeing many families with multiple issues (i.e. unemployment, substance abuse, psychological problems, incarceration) and their efforts to move the families out of crisis and the parenting education is not working. She reported that the Family Support Center used to help the families to work through their crisis and to help them become employed. The other big issue is that child abuse has changed, as has the factor if children witnessed domestic violence, has increased from 10% to 30%. Pam recommended addressing the customer's crisis issues as they relates to employment.
- Karen Thurber added that she thought the Council should ask the question, "Why do TANF customers still need services when their employed and how can we change it?" She recommended bringing in some outside eyes from Weber State University's Social Science Department to provide insight into the question. The goals would be to identify issues that hold people back from becoming self-sufficient.
- Debbie Herr recommended that the Council contact the University of Utah as they have been following the T.A.N.F. customers for the past several years. She explained that they follow customers to research why the customers aren't successful when they become employed.
- Kathleen Alder commented on the impact of minimum wage. She recommended helping customers understand that they will need to pursue higher employment to become employed at a level that they will be completely sufficient.
- Greg Paras explained that a career ladder has been created by the Department to help customers with their career planning.
- Kathleen recommended on job coaching for D.W.S. customers.
- Rand Welsh, Utah Transit Authority, noted that they are working to develop transportation to rural areas. U.T.A. has applied for W.I.A. Incumbent Worker funds to support the program. He proposed exploring apprenticeship options for people to help them stay on course for the career track.
- Brent Petersen commented that the Training and Marketing Task Force would need to work on apprenticeships and the availability of training through the educational providers.
- Kathleen led a discussion about the contracts for training providers and the need to develop custom fit training for employers to develop partnerships to take them to the next level with apprenticeships and internships.
- Toni Ure recommended that the Council look at the age of the work force and the need for career ladders.
- Pam explained that there needs to be a long term plan for customers that follows them from apprenticeships to

employment.

- Harold reported that the Department is researching and discussing the Custom Fit program.
- Brent Petersen explained that the Youth Council can address the funding for the W.I.A. Youth Contract.
- Jan Zogmaister reported that additional one-time monies have been given to F.T.T. and they are working very aggressively to expend those monies. Referrals are being made from multiple sources.
- Debbie Herr reported that the weak link with youth services is the school's stepping-up and taking responsibility for getting the information to the youth. She recommended getting the information to the youth who will be graduating this year.
- Pam Gardiol asked the group to brainstorm new goals or objectives that could be assigned to one of the task forces or committees or if it would be necessary to assign the goals to a newly established committee.

5. **Identify Possible New Committees**

Based on the Council's consensus, the established committees were reinstated for 2005:

1. Community Building and Families Task Force.
2. Youth Council.
3. Facilities Task Force.

Decision: The Council approved the recommendation to combine the Training and Marketing Task Force with the Employer Committee. The Council agreed to not to establish any additional committees for 2005.

6. **Goal Planning: Committees, Task Forces, and Youth Council**

The group conducted breakout sessions with their committees / task forces to define their 2005 goals. The goals are attached in respective matrices to the planning session minutes as an addendum.

7. **Final Report to Council**

Harold commended the group for their good work in assembling the 2005 committee, task force, and council goals. He commented that he was happy with the results of the planning session and expected the Council to be successful in 2005.

Kathleen Alder asked that Facilities Task Force be included in the agenda for the next Regional Council meeting.

8. **Adjourn**

The meeting was adjourned at 12:00 p.m.

Next full Council Meeting:

Date: May 4, 2005

Time: 7:30 a.m.

Location: Ogden Employment Center